

# Gaining a Deeper Understanding of Your Members Through In-Home Support

People need people in order to experience whole health. Through trusted relationships built over time, Papa Pals gain invaluable insights about their members' unmet needs. Very few people get to know our members the way their Papa Pals do—not even their own families or doctors.

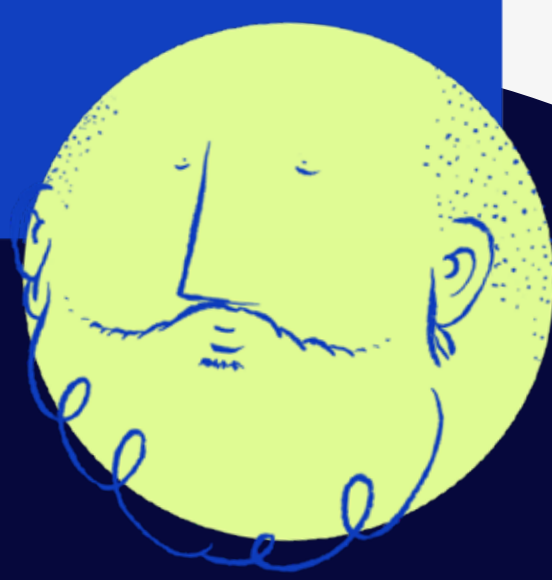
## About the Data

We interviewed 16 highly-engaged Papa Pals about their impact on the members they regularly see. We asked semi-structured questions and analyzed themes across the Papa Pals' responses.

This group features Papa Pals who conducted at least 10 visits with the same member between January 2022–March 2023, and includes one Pal who has completed more than 1,000 visits and others who have seen the same member more than 50 and 100 times.

Doctors don't necessarily know the struggles the members are going through. The members will tell them everything is okay—but it's not really. My members tell me, 'If the doctor doesn't ask me, I'm not going to tell them.'

—Papa Pal

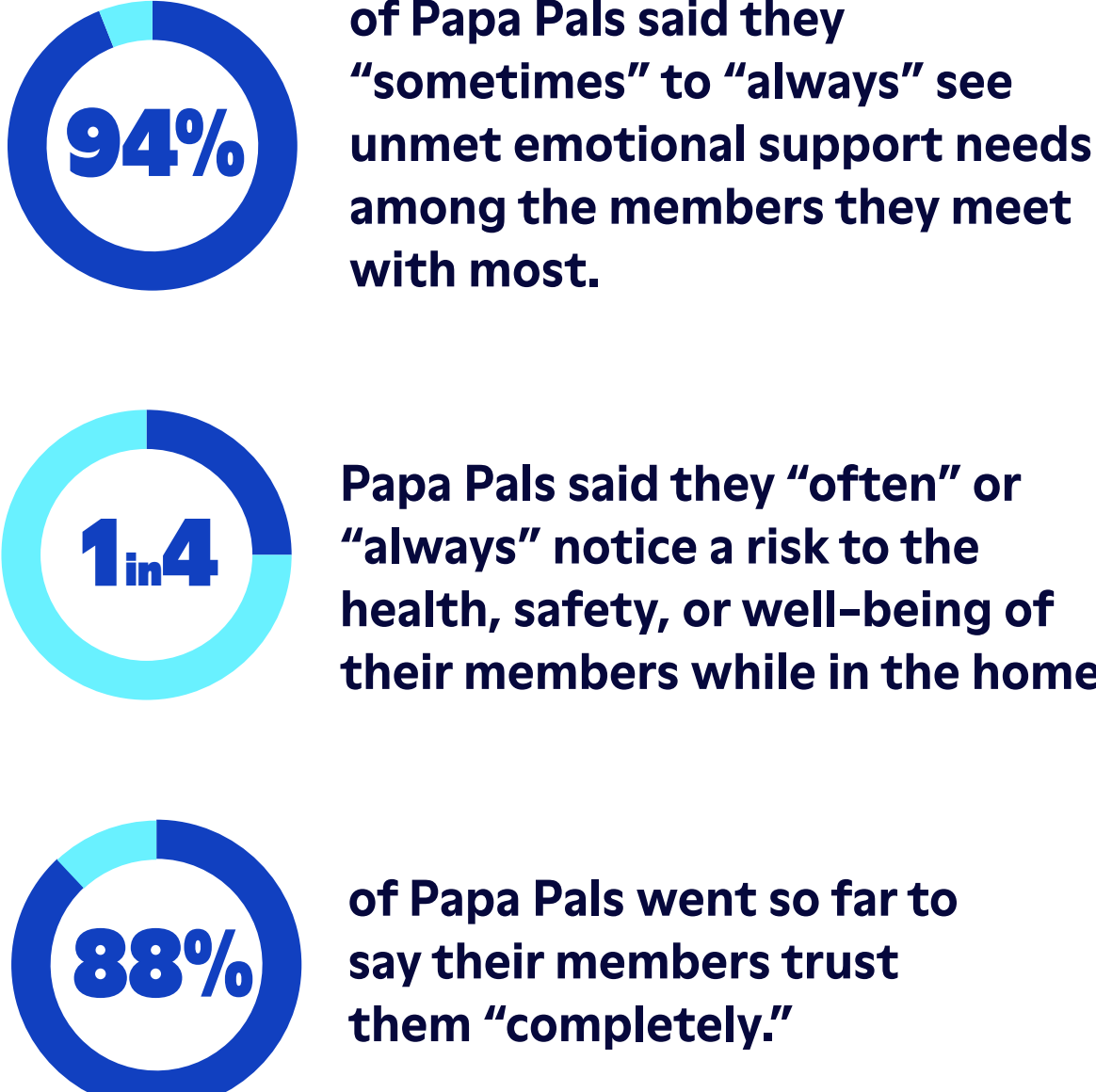


## Papa Pals reported things they may know about their members that doctors likely don't



Being a Papa Pal is sort of like working in a beauty salon—members will tell you things they won't tell the professionals in their life. They will tell you everything. One has even told me: 'I won't say this to anyone else.' They express themselves and won't be judged. That's needed for healing. You've gotta be honest with someone.

—Papa Pal



## These highly-engaged Papa Pals reported observing the following barriers to their members' whole health:

